

CUSTOMER INFORMATION

Rate 1 - Small Residential Service -

Available to any residential customer who takes service through a single meter for one or two dwelling units only.

Rate 2 - General Service - Available to residential customers with more than two dwelling units, commercial customers, and industrial customers.

USAGE

Meter Reading Types:

Meter Reader - Taken by a Company meter reader.

AMR - Automatic Meter Reading. An actual meter reading is automatically transmitted, via radio waves, from the customer's meter to Company personnel, eliminating the need to enter the customer's premise.

Customer - Taken by the customer and phoned or brought into a Company office.

Estimated - Estimated by the Company based on previous consumption and weather conditions.

Meter Reading Difference - A customer's previous meter reading is subtracted from the present meter reading to determine the amount of gas used.

Pressure Correction (PC) - Adjusts the meter reading difference when gas is delivered at a pressure higher than normal.

Therms - A unit of heating value equal to 100,000 BTUs. The meter reading difference is multiplied by the British Thermal Unit (BTU) factor to reflect the heating value of the gas consumed.

CHARGES

Gas Charge - Recovers the cost of the Company's gas supply. The gas charge is determined monthly and filed with the Illinois Commerce Commission.

Customer Charge - A fixed monthly charge which recovers the costs associated with serving a customer.

Distribution Charge - Recovers costs associated with delivering gas to a customer.

Environmental Activities - Recovers costs related to the treatment of residues from past manufactured gas operations.

Conservation Programs - Recovers the cost of Illinois Commerce Commission-initiated programs to encourage reductions in gas consumption.

CHARGES (continued)

Illinois Gross Revenue Tax - 0.10% of current charges before taxes.

Illinois Gas Revenue Tax - Either 5% of current charges before taxes, or 2.4 cents per therm, whichever is lower.

Chicago Municipal Utility Tax - 8.24% of applicable charges.

PAYMENT PLANS

Budget Payment Plan - Designed to offset higher winter gas bills by allowing you to pay the same amount each month. Your budget payment will be more than your actual bill when your gas usage is low, but less than your actual bill when your gas usage is high.

The Company will pay interest on the average daily credit balance at the annual rate set by the Illinois Commerce Commission.

Automatic Payment - The amount of your gas bill is electronically withdrawn from your checking or savings account on the date the bill is due.

SERVICE TERMS

Service Activation Charge - Recovers costs related to initiating gas service for a customer.

Reconnection Charge - When gas service has been discontinued in accordance with the Company's rate schedule, or in accordance with a rule or regulation of the Illinois Commerce Commission, the customer will be subject to a reconnection charge before service is restored.

Late Payment Charge - 1.5% of the unpaid balance is due if payment is not received within 21 days (Rate 1) or 14 days (Rate 2) of the bill issued date.

Dishonored Check or Incomplete Electronic

Withdrawal of Funds - \$10.00 will be charged for any dishonored check or incomplete electronic withdrawal of funds. If three dishonored checks and/or incomplete electronic withdrawal of funds occur within a 12-month period, all payments in the next year must be made with U.S. currency, money order, or certified check.

CUSTOMER SERVICE OFFICES

Downtown

401 S. State St.

North

1455 N. Milwaukee Ave.

South

846 W. 63rd St.

1920 E. 95th St.

West

1111 S. Homan Ave.

Office Hours

Monday through Friday
8:15 a.m. to 5:00 p.m.

A Night Depository is located at each office

Mail bill payments to:

Peoples Gas
Chicago, IL 60687-0001

All other correspondence should be addressed to:

Peoples Gas
130 E. Randolph Dr.
Chicago, IL 60601-6207

OFFICIAL FILE

I.C.C. DOCKET NO. 00-0678

Compl Exhibit No. 1

Witness A

Dated 2-1-01 Reporter SE

Chicago, IL 60687-0001

Customer Inquiries: (312)240-7000 Emergencies: (312)240-7001

Bill Issued	Account Number	Payment Due Date	Amount Due
10-23-97	276509-04715	11-13-97	\$444.32

CUSTOMER

Name	Darva K Watkins
Account Number	276509-04715
Service Address	3436 S Giles Av 2 Chicago IL 60616
Phone Number	(312) 326-3354
Service Classification	Rate 1 - Small Residential
Heating Account	Service Yes

CHARGES

Previous Balance Past Due	324.28
Past Due Arrangements	66.77
Deposit Installment Due	49.00
Late Payment Charge	4.27
Total Amount Due	\$444.32
By 11-13-97	

Deferred Payment Agreement Information

Payment Agreement Balance.....	\$66.77
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Deposit Information

Current Deposit Owed.....	\$147.00
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MESSAGES

Balance of \$98.00 still owing on deposit will be billed in installments

shes going to
Make up a new one.

reconnect
charges
* LeoA
pays

IS not on Bill
Reconnection fee

(MS, Curry) ~~Pinot~~ 4821
Very Nasty Over Sympson name

4.459

Return this portion with your check made payable to Peoples Gas. Please write your account number on your check. Thank you.

PAYMENT COUPON

Account Number: 276509-04715

Amount Due By 11-13-97\$444.32

CAR-RT SORT **CR 28

DARVA K WATKINS

3436 S GILES AV 2

CHICAGO IL 60616-3963

The Add-A-Dollar Program allows customers to assist low-income households. Customers' donations are matched on a two-for-one dollar basis by Peoples Gas. **To contribute, CHECK THE BOX and Add-A-Dollar to your payment.** ☐ **Thank you.**

Amount Paid \$ _____
If paying by mail, please allow 5 days for delivery.

Please do not write or stamp below this line.

PEOPLES GAS
CHICAGO IL 60687-0001

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